REQUESTING A BACKGROUND CHECK

First-time Users Instructions

**Note:  UserIDs and passwords must not be shared among staff.**  Each individual must have his or her own unique UserID and password.  Sharing of UserIDs and passwords will result in your access being revoked, the termination of the memorandum of agreement with your employer, and possible legal action.

Establish Password

(Make sure CAPS Lock is off on keyboard)
1   Log on to the FCSR Website:  www.dhss.mo.gov/FCSR
2   Click on the Quick Link:  Internet Background Screening Login
3   Click on OK if the Security Alert Dialogue Box appears.
4   The Enter Login Information box appears.
   a)  Username box--Enter the USERID provided to you on the fax coversheet
   b)  Password box --Enter your first initial of your first name, first initial of your last name and the last 4 digits of your social security number
   c)  Click Login
7   The Password Expired Change box appears.
   a)  Username box--If your USERID is not already in this box, re-type.
   b)  Old Password box--Enter your temporary password (first initial of your first name, first initial of your last name and the last 4 digits of your social security number)
   c)  New Password box--Create a new password. (Your new password must be at least 6-8 characters, and must include at least 1 number.  NOTE:  Number cannot be the first character in your password.  Your password may not contain any information from your user profile, i.e., prior names, business name, etc.). Confirm New Password box--Re-type your password.
   d)  Click Login  (If you get a notice asking if you would like Windows to remember your password, select NO as this will cause problems when the password expires in 30 days.)
8   The Responsibility Statement screen appears.  Please review and click "I Agree".
9   If you have difficulty logging in, please contact the FCSR at 1-866-422-6872.

Requesting a Background Screening

1   After you have clicked "I Agree" on the Responsibility Statement screen, the Background Screening Request screen will appear.  You are now ready to request a screening on a registrant.
   a)  Enter the Social Security Number
   b)  Enter the Last Name
   c)  Enter the First Name
   d)  Enter the Date of Birth (mm/dd/yyyy)

e) Click Submit
   **(NOTE:  Please click Submit ONE TIME ONLY.  A request will be generated each time you click submit.  Some names may take longer to generate a response; please be patient.)**
2  Information will be returned to you in one of three ways.
   a) Search reveals no matching information is on file in any of the seven databases checked by FCSR and a provides a confirmation number.  **Print this screen.**  This is your confirmation and **you will not receive any other written notice from FCSR**.  FCSR will notify the registrant of this inquiry.
   b) FCSR is unable to complete your request at this time and results will be mailed in 3-5 business days.  This indicates that your request for a background screening has been been made and is being forwarded to the FCSR for processing.  Reasons your request may be forwarded to the FCSR include searching on a common name and/or potential for matching information.  If you need background results on this individual **immediately**, you may call the FCSR at 1-866-422-6872 and request this screening be completed for you.  *Please tell the operator that you have just made this request over the Internet to avoid receiving duplicate result letters.*
   c) FCSR is unable to process your request based on the information provided.  Check the name, DOB, and SSN submitted for accuracy as your request has NOT been submitted.  If you feel there is an error, please contact the FCSR at 1-866-422-6872.


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**NOTE:**  Please log on at least once every 30 days in order to keep your account active.

If you experience any difficulty, contact us.

To request a background screening on a registered individual, Internet Background Screening Login.